

From: Matthew Black
To: Microsoft ATR
Date: 1/20/02 10:32pm
Subject: My reasons for opposition to the Settlement.

Good Evening,

Before I begin with the list, here is a little background of me with microsoft products. I've been using Microsoft products as far as I can remember, I'm currently 20 yrs old going on 21. I started my time with Microsoft Dos 5. I've used Windows 2, 286, 3, 3.1, 3.11 WFW, NT 4, 2000, and now Windows XP. I use Windows on a consistant basis, I do development, testing, gaming, and internet with it. I also use other operating systems not that of Microsoft's, such as Linux, Unix, and MacOS.

Here is my list of complaints with their software (Explanation why this is here will be added at the end):

- 1) Windows under a fresh install with no other applications/software installed is the only stablity a user can get(not counting with internet abilities counted).
- 2) Most of the current/future internet attacks are designed for Windows.
- 3) Majority of viruses still being passed around on the internet and in infected programs are designed for MS-DOS/Windows. Where as MacOS has no recent viruses that I'm aware of or that has been popular in the news. There has only been one recent virus for Unix/Linux and it was a cross platform virus that could infect Windows and Unix/Linux.
- 4) Poor response to problems. When Microsoft detects a problem or security issue with their products it sometimes takes a month or two to get a update or patch for it. With other operating systems/commerical software sometimes when a problem is reported and is serious it gets fixed in less then a month.
- 5) Everytime they release a new product, it seems they have security issues, bugs, or other vulnerabilities. Most other software usually under goes rigorous testing to remove 80% of their security issues, bugs, or vulnerabilities. These other software companies end up having vulnerabilities found about five or so months after the software is released and usually is fixed and a patch is available.
- 6) Microsoft opposition to opensource community. While understandable they are out to make a profit, but embracing the opensource community would make their software more popular and offer more avenues for profit.
- 7) Inadequet support for the various software and hardware out there. Often leading into some device drivers causing problems with the others.

8) Inadequet support for their own software on their Operating Systems. An example of this would be on some microsoft games installing them on Windows 2000/XP will sometimes fails due to a phantom error.

9) Software is over priced for its value. Some may argue that peoples work allows them to define their value, but the value should be the value of what can be done with it. You can do most of the same things with Windows 98 as you can with Windows XP, the only difference is the core technology backing Windows XP.

10) New Versions of the software released on a consistent basis. Most of the time just a User Interface change that makes it look different but the way it works still the same. The difference between Office 2000 and XP is the license registration, and the User Interface changed. The fact is while this isnt really that bad, having to force previous version users to pay for an upgrade every year or two ends up costing that particular using anywhere from \$2400 - \$3200 considering if the standard pricing for Microsoft Office 2000 and/or XP is 400 for standard and 800 for Premium.

11) Part of contracts between Microsoft and Computer Vendors is that if they want to distribute Microsoft products with their machines, they can not sell computers with non-product alternatives. You wont see Dell, for example, distribute a machine with Linux installed on it or offer the option of having Linux installed on a machine a person buys.

These are some I can think off the top of my head (especially at 10pm). The point of listing this information and complaints is, in competition you have a company trying to improve the quality and performance of their software, while adding features to the software to make it more unique and attractive to end users. Lower prices then the competition is also a trick.

Microsoft has been using a facist appearance. I say this as they give us something to use, we use it, and eventually are stuck with it that we have to listen to them as some dictator saying that we need to do what they say. Currently there is no other Office Suite out there that can read and/or write Word documents, and thus if we want to give a person a document in Word 2000 format that person has to have Word 2000 or better to read it. So we get forced into having to use their software one way or another. This is like being under nazism, where the enemy, according to microsoft, is the open source community, and they try to eridicate the open source movement.

The reason microsoft wants to settle is because right now Microsoft is one company with one person at the helm, if the company was to be broken into several companies then that one man who is incharge would only be in charge of one company really, their profit will be divided, and overall in their eyes its the end of the world.

I feel that if the world was to progress into an age where computer

technology and software were to heavily advance it would require not to settle as it would then push microsoft to derive better quality products and overall better quality on the internet.

Sincerely,
Matthew Black

Chat with friends online, try MSN Messenger: <http://messenger.msn.com>